Setting up Email on a Personal Apple iOS Device

Employees and students at Cuesta College have different e-mail systems. As a result, accessing Cuesta e-mail on an Apple device is different for employees than it is for students.

Setup for Cuesta Employees

Install the Outlook app:

1. Go to the App Store.
2. Search for "Microsoft Outlook".
   Microsoft Outlook should appear at the top of the search list.
3. Tap Get.
4. Tap Install.
5. If prompted, enter your Apple ID password and tap OK.
   Outlook will install.
6. Tap Open (or the Outlook icon) to run.
   Note: If it is your first time using the app, tap Get Started and read past the info screens. Then, Tap Add Account.
7. Enter your email address.
8. Enter your password.
9. Email will display

Please be aware that there is a known occurrence where some versions of iPhones may require the use of the Microsoft Authenticator app in order to setup other Microsoft apps, such as Outlook, Teams, etc. If you are encountering an issue where the account will not add and it freezes or you get a blank screen, please follow the solution below.

1. Install the Microsoft Authenticator from the App store (specifically this app; it cannot be any other authenticator app) on the mobile device for which you are trying to use the Outlook app.
2. Sometimes that is all that needs to be done and simply installing the Microsoft Authenticator app will resolve the issue, but sometimes you will also need to add your Cuesta account to the Microsoft Authenticator to utilize it to sign into the app.
   a. If you need to add your Cuesta account to the Microsoft Authenticator, you will need to do so by going to the My Account link in the top right of myCuesta. If you already utilize an authenticator app (likely Google Authenticator for example) you will need to 'disable' the mobile authenticator in order to then 'enable' and display the QR code that is needed to add the account to the Microsoft Authenticator.
   b. After you add the account you should be able to sign into and complete the setup of the Outlook app and access your account.
   c. If successful please be sure to reset your authenticator choice, if you had to disable.

Recognizing that there are many steps potentially involved to resolve the issue, please email itsupport@cuesta.edu if you need additional assistance or would like to walk through the steps together with our IT support staff.

Setup for Students

Option 1 – E-mail via myCuesta

1. Launch your mobile device's web browser.
2. Go to http://my.cuesta.edu
3. Log into myCuesta.
4. Click on **Student email is available here** in the "Student Email" channel on myCuesta's Student tab.
5. Log into your student email account.

Option 2 – Forward e-mail

1. Configure your student e-mail to be forwarded to another personal e-mail account.
2. Set up your mobile device to receive the other personal e-mail.
   For assistance with forwarding gmail, please reach out to support@my.cuesta.edu